



CITY OF WILLIAMSBURG

MEMORANDUM

TO: Mayor and City Council

DATE: January 6, 2005

SUBJECT: 2004 Citizen Survey Results

Attached is a copy of the Executive Summary for the 2004 Citizen Survey. The Executive Summary includes the results from the 2004 survey and comparative survey results from 1995-2004. An addition to the 2004 survey included questions on citizen's preferences regarding City Council meeting times.

This is the tenth year the city has conducted a citizen satisfaction survey. The ten year averages have also been included in the report.

Jodi Miller will provide a presentation on the results at Monday's Work Session.

Staff Contact: Assistant City Manager Jodi Miller



Jackson C. Tuttle
City Manager

CITY OF WILLIAMSBURG

2004 ANNUAL CITIZEN SURVEY RESULTS

EXECUTIVE SUMMARY

Each year, the City of Williamsburg conducts a survey of its citizens to assess the quality and value of local government services. The survey is one of several ways the city measures its performance with the goal of continuous improvement. This year **126** surveys were received in the mail, a **42%** response rate. All 126 were included in the tabulated results. This is the tenth year the city has conducted a citizen satisfaction survey.

Graph 1: Weighted scores of the overall city performance from 1995 to 2004. The average overall 2004 score is **4.1** (very good), the same score as the ten year average.

Graph 2: The operating departments are graphed from 1995 to 2004. Departments weighted 2004 scores were consistent with prior years still averaging between outstanding and good.

Graph 3: Weighted scores by "Value of Services," "Ease of Doing Business," and "Information From the City" are graphed from 1995 to 2004. Citizens continue to indicate that they feel as if they are getting their money's worth from city government and find it easy to do business with the city. This feeling is also reflected in the ten year averages.

Graph 4: Average weighted scores for "Safety" (**8.7**), "Beauty" (**8.6**), and "Livability" (**8.9**) are graphed with previous years. Is Williamsburg moving toward the City Council Vision of being a city that is "*evermore safe, beautiful, and livable?*" Respondents were asked to rate the City in each category on a scale of 1-10 with 10 being the highest. This year's scores were up from the 2003 scores. The city began asking citizens to rate the city in the areas of safety, beauty, and livability in 1996, providing only nine years of data for this question. The nine year averages include "Safety" at 8.1, "Beauty" at 8.3, and "Livability" at 8.7.

Graph 5: Weighted scores for direct department contact for the categories of "Responsiveness," "Qualifications," "Courtesy," and "Satisfaction with Outcomes" are graphed from 1995 to 2004. "Courtesy" continues to be the highest scoring area for city employees with "Responsiveness," "Qualifications," and "Outcome" closely following. Most citizens indicated that they had the most contact with the following departments: Commissioner of Revenue, Finance, Police and Public Works & Utilities (Street/Landscape Division & Water/Sewer Division).

This year's survey also asked residents about their preferences regarding the time of day City Council meetings and work sessions are held. **29%** of the survey participants indicated that they had attended a City Council meeting within the last two years and **46%** indicated that they had watched all or part of a City Council meeting on Channel 48 within the last two years. **83%** indicated that they did not have a preference on the time of day City Council met. Of the **28** citizens who indicated they did have a preference on the time of day City Council met, **30%** preferred 2:00 pm., **60%** preferred 7:00 p.m. and **10%** preferred other times.

CITY OF WILLIAMSBURG

2004 ANNUAL CITIZEN SURVEY RESULTS

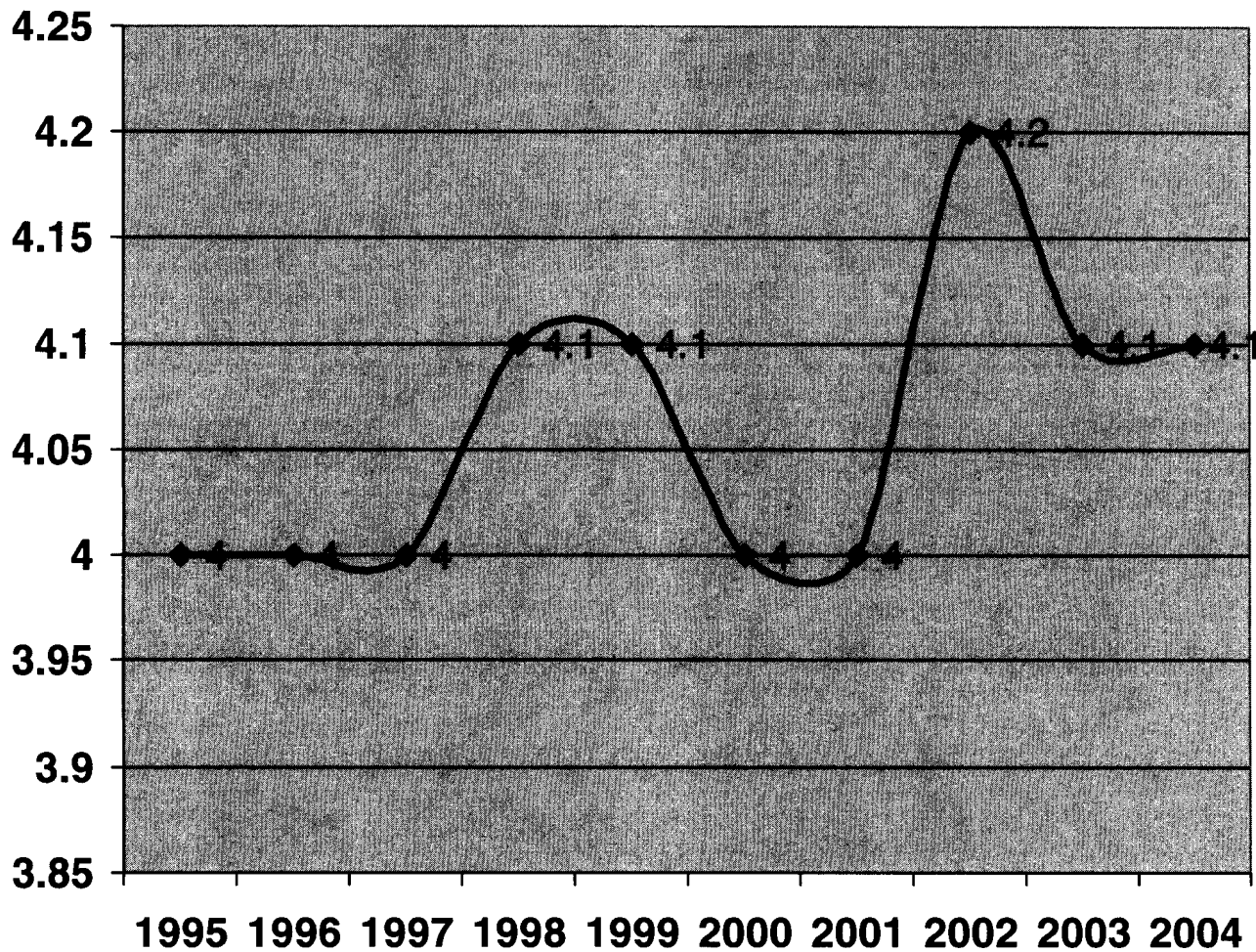
In addition to the statistical information, the open-ended comments are also very valuable in providing feedback on City services. We asked residents to comment on what they are **most pleased** with, and **what most needs improvement**. Where possible, a City employee will call respondents, thank them for their comments and offer to discuss their comments. In a few cases, we can take specific action to solve a problem.

A detailed recital of the comments is attached. It is an excellent way to get a sense of what is most important to City residents when they think about city government, both their “best” and their “worst.”

This report also includes information on survey goals and methodology, plus the questions and results of all questions.

**CITY OF WILLIAMSBURG
2004 ANNUAL CITIZEN SURVEY RESULTS**

GRAPH 1
Overall Weighted Scores for Quality of Services
the City Provides
1995-2004
5=Outstanding, 4=Very Good, 3=Good, 2=Poor, 1=Unacceptable



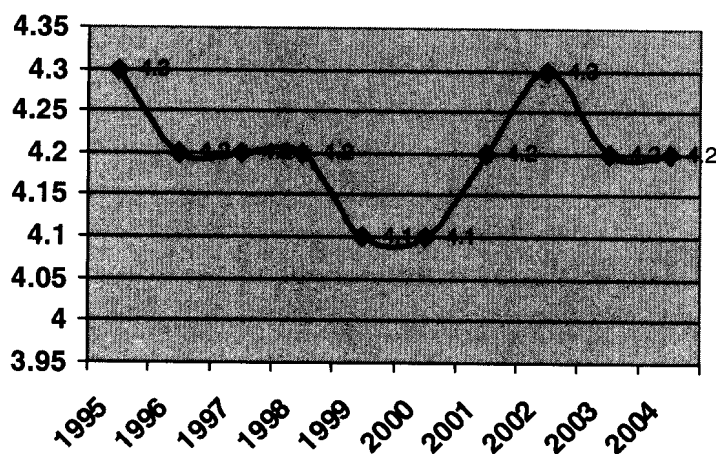
Ten year average score:
4.1 (Very Good)

CITY OF WILLIAMSBURG 2004 ANNUAL CITIZEN SURVEY RESULTS

GRAPH 2 Weighted Scores By Department 1995-2004

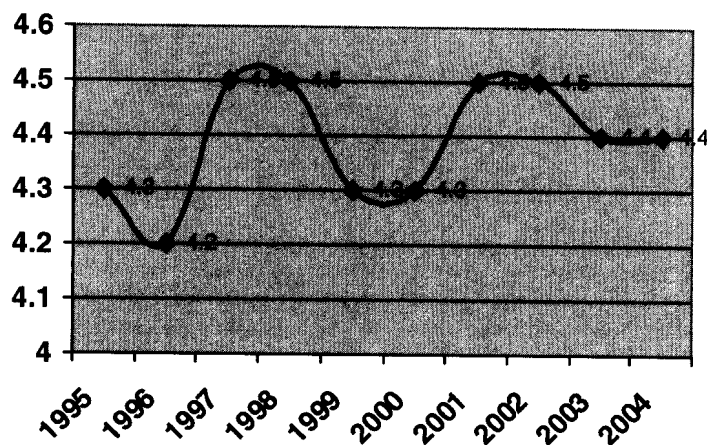
5=Outstanding, 4=Very Good, 3=Good, 2=Poor, 1=Unacceptable

Police Department



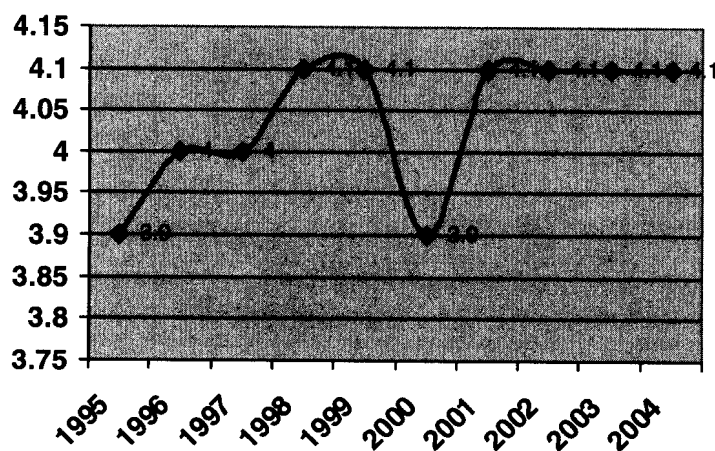
*Police Department Ten Year Average: 4.2

Fire Department



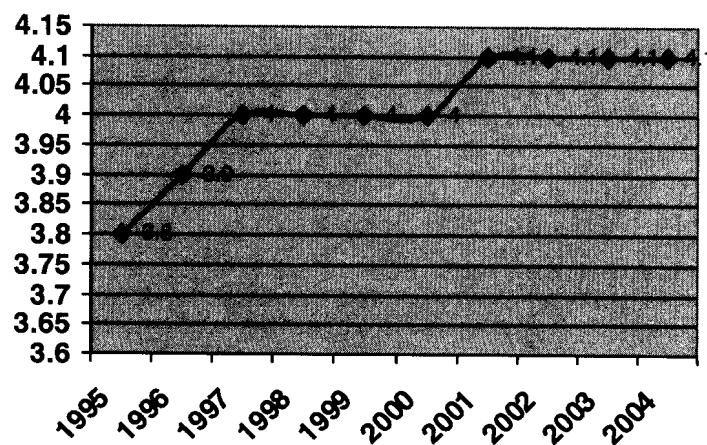
*Fire Department Ten Year Average: 4.4

Public Works Department



*Public Works Department
Ten Year Average: 4.0

Public Utilities Department



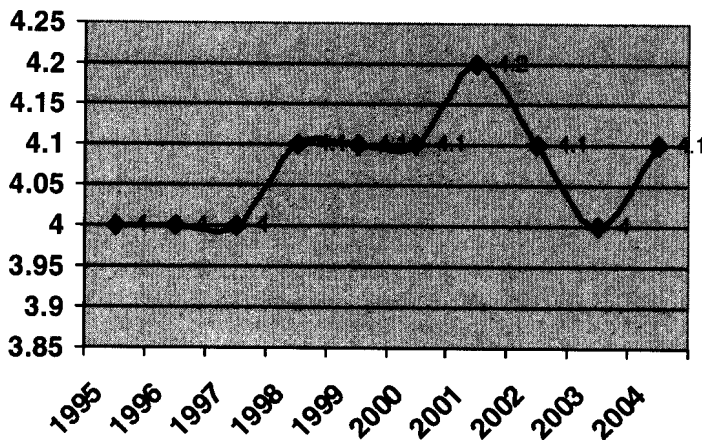
*Public Utilities Department
Ten Year Average: 4.0

**CITY OF WILLIAMSBURG
2004 ANNUAL CITIZEN SURVEY RESULTS**

**GRAPH 2 continued
Weighted Scores By Department
1995-2004**

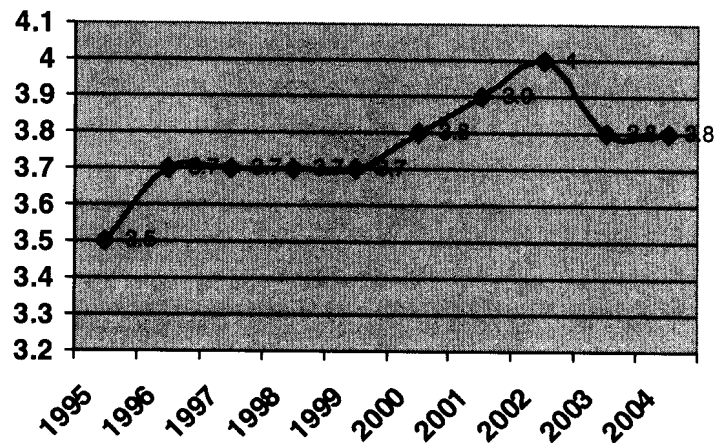
5=Outstanding, 4=Very Good, 3=Good, 2=Poor, 1=Unacceptable

Parks & Recreation Department



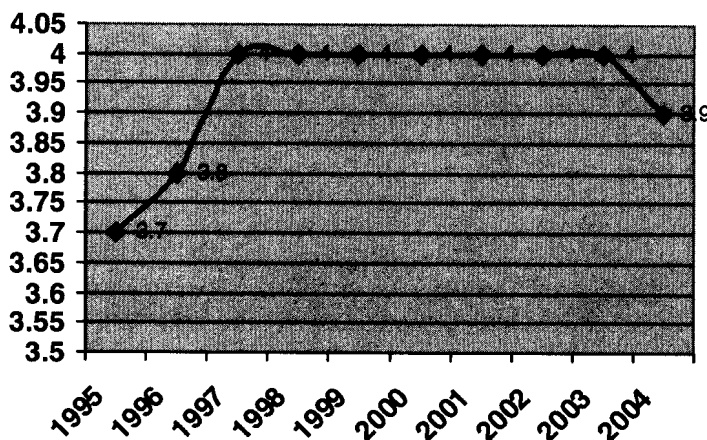
*Parks & Recreation Department
Ten Year Average: 4.1

Human Services Department



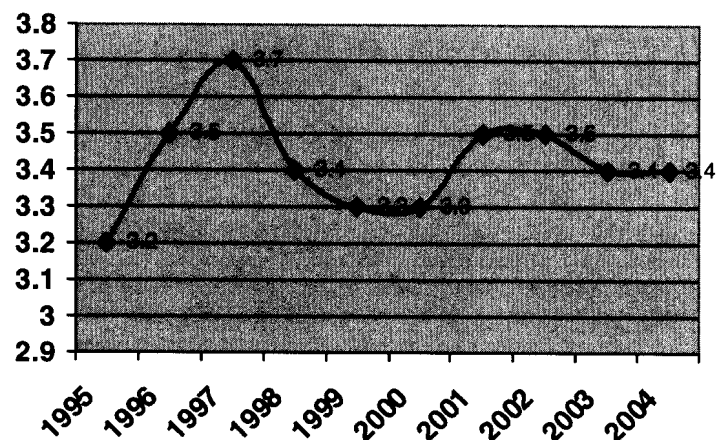
*Human Services Department
Ten Year Average: 3.8

Finance Department



*Finance Department
Ten Year Average: 3.9

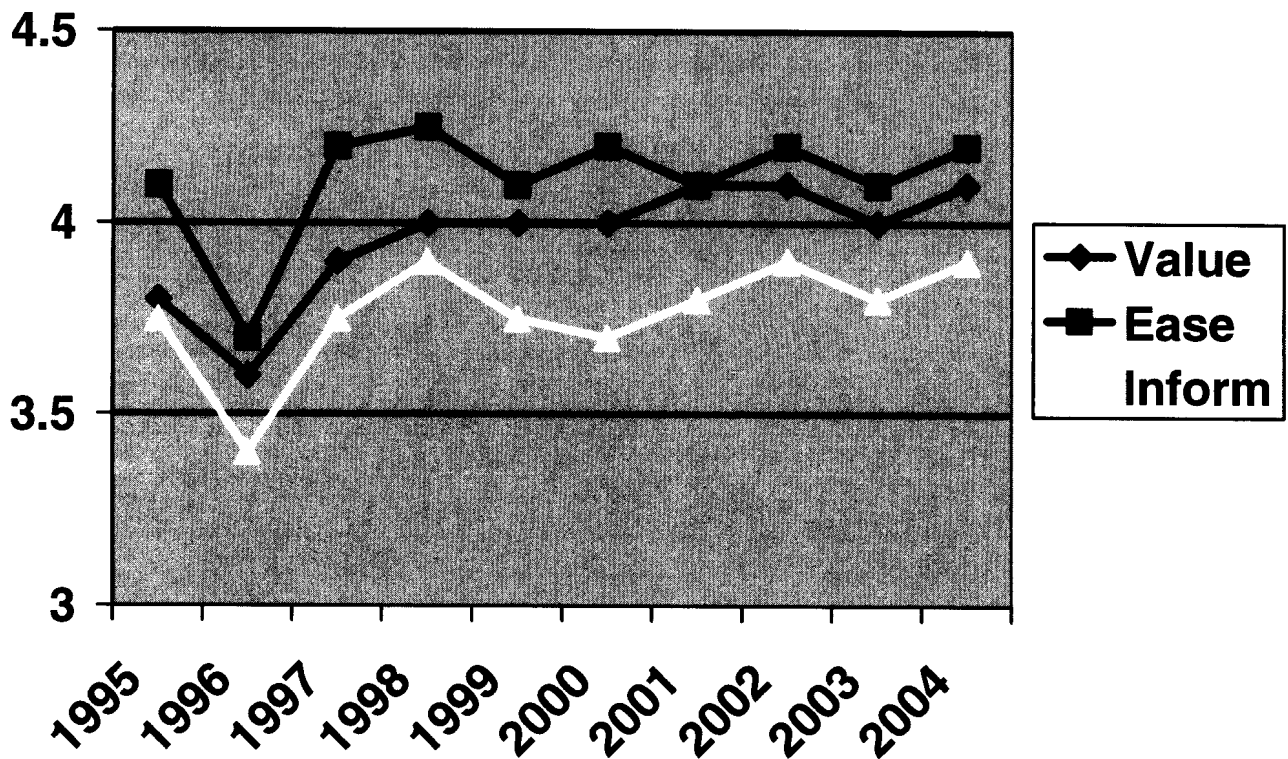
Planning Department



*Planning Department
Ten Year Average: 3.4

**CITY OF WILLIAMSBURG
2004 ANNUAL CITIZEN SURVEY RESULTS**

**GRAPH 3
Weighted Scores by
Value of Services, Ease of Doing Business,
and Information From the City
1995-2004**



Weighted Scores for 2004:

Value of Service: 4.1
Ease of Doing Business: 4.2
Information from City: 3.9

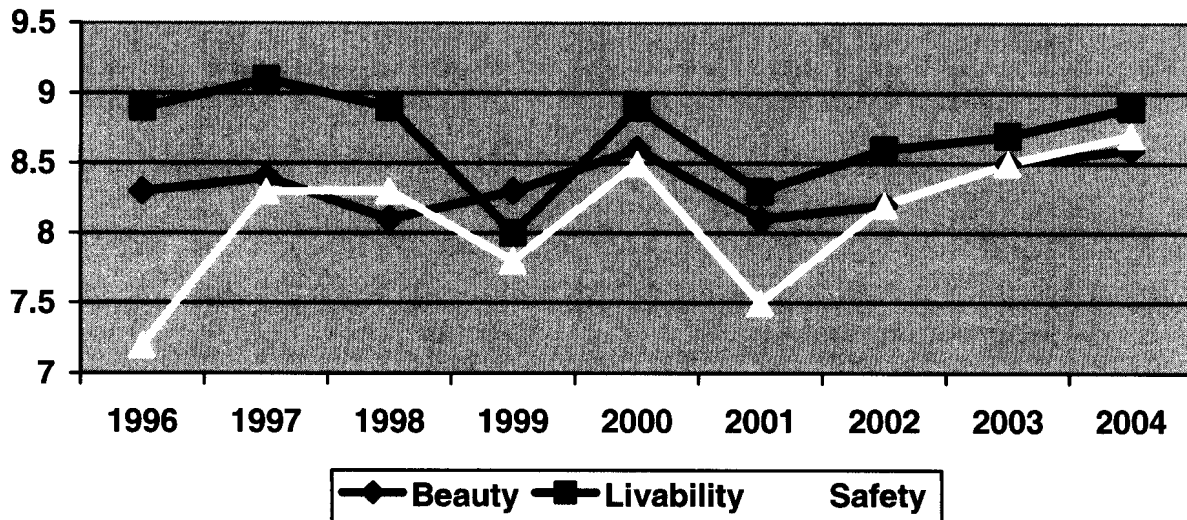
Ten Year Average:

Value of Service: 4
Ease of Doing Business: 4.1
Information from City: 3.8

CITY OF WILLIAMSBURG

2004 ANNUAL CITIZEN SURVEY RESULTS

GRAPH 4
Weighted Scores by
Safety, Beauty, and Livability
1996 to 2004
(Scores range from 1 to 10.
10=perfect)



2004 Weighted Scores:

Safety: 8.7
Beauty: 8.6
Livability: 8.9

Nine Year Average:

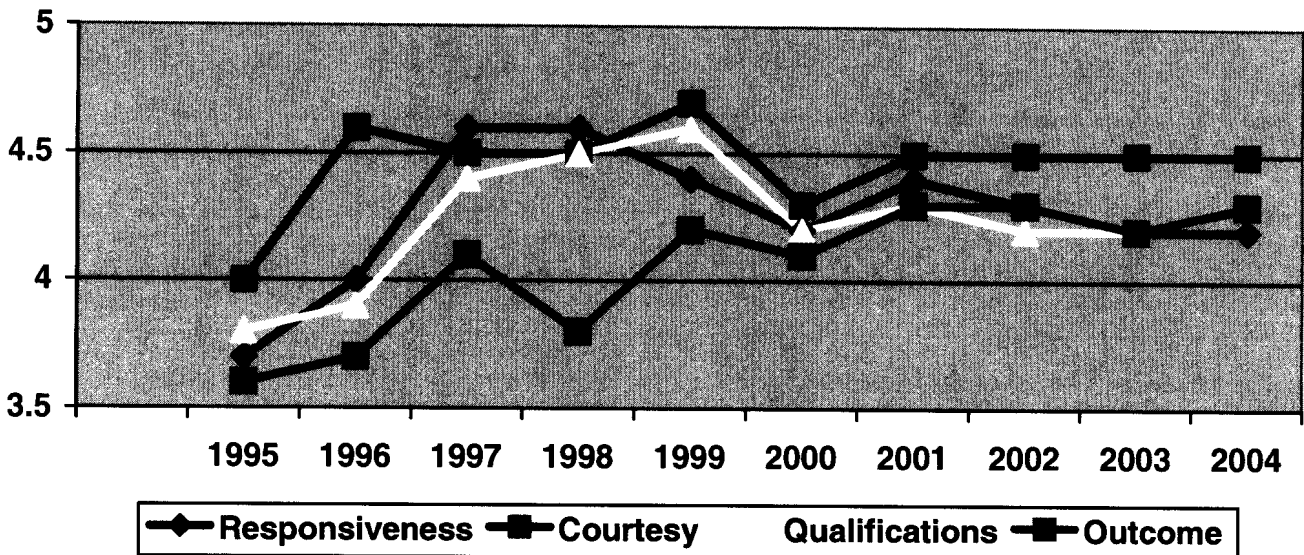
Safety: 8.1
Beauty: 8.3
Livability: 8.7

CITY OF WILLIAMSBURG

2004 ANNUAL CITIZEN SURVEY RESULTS

GRAPH 5
Weighted Scores by
Direct Employee Contact
1995-2004

5=Outstanding, 4=Very Good, 3=Good, 2=Poor, 1=Unacceptable



2004 Weighted Scores:

Responsiveness: 4.2
Courtesy: 4.5
Qualifications: 4.3
Outcome: 4.3

Ten Year Average:

Responsiveness: 4.3
Courtesy: 4.5
Qualifications: 4.2
Outcome: 4.1

SURVEY GOALS, PROCESS, & METHODOLOGY

Background

In 1995, the QUEST (Quality through Education, Service, & Teamwork) Team designed a citizen survey to seek feedback from city residents on the quality of city services. After this survey proved to be an excellent way to receive feedback, City Council agreed to conduct an annual citizen survey.

Goals

The City Manager and the QUEST Team feel strongly that all local governments need to continuously seek to improve the quality and effectiveness of public services. Tools like quality surveys and performance measurement aid in this task. The goals of the quality survey are threefold:

- ▶ Determine how City services are perceived in the eyes of residents, and educate them about city services where possible.
- ▶ Glean information from citizens on how to improve. Get specifics on services with which they are most pleased and most displeased, and seek information useful for training employees on better ways to deliver services.
- ▶ Analyze results over time.

Process

- ▶ Multiple choice questions on the survey were tabulated and analyzed by the Assistant City Manager Jodi Miller, with the assistance of Sandi Filicko in the City Manager's Office. Michelle Woolson of the Information Technology staff assisted with the Internet survey component.
- ▶ Open-ended questions were examined by the City Manager and department heads.
- ▶ Department heads are asked to convene employees, read all comments pertaining to their department, then report to the City Manager of any comments or actions that resulted from the findings.

Methodology

- ▶ 300 citizens were randomly selected to receive a survey with a self-addressed, metered envelope.
- ▶ 126 questionnaires were returned and tabulated in the 2004 results. 152 were returned in 2003, 117 in 2002, 131 in 2001, 142 in 2000, 136 in 1999, 147 in 1998, 125 in 1997, 114 in 1996, and 122 in 1995.
- ▶ The return rate was 42% in 2004 as compared to 51% in 2003, 39% in 2002, 44% in 2001, 47% in 2000, 45% in 1999, 49% in 1998, 42% in 1997, 38% in 1996, and 49% in 1995.
- ▶ A written survey was chosen because the QUEST Team wished to provide citizens with ample time to think about their responses.

SURVEY QUESTIONS & RESULTS

Overview: Sixty-three males (57%) and 48 females (43%) participated in the 2004 survey. They tended to be long-term residents, 60 years and older (61%), with two people in the household. The average years in the city of respondents was 13.8 years.

1. Specifically, how do you rate the quality of the following city services?

- ★ **Police (uniform patrol, investigations, 911 communications, crime prevention)**
 - ☐ Outstanding = 37% ☐ Very Good = 49% ☐ Good = 14%
 - ☐ Poor = 0% ☐ Unacceptable = 0%
- ★ **Fire (fire prevention & suppression, emergency medical service, emergency services)**
 - ☐ Outstanding = 50% ☐ Very Good = 40% ☐ Good = 10%
 - ☐ Poor = 0 ☐ Unacceptable = 0%
- ★ **Public Works (streets, signals & signs, refuse & recycling, landscaping, mosquito control, cemetery)**
 - ☐ Outstanding = 33% ☐ Very Good = 46% ☐ Good = 19%
 - ☐ Poor = 2% ☐ Unacceptable = 0%
- ★ **Public Utilities (water treatment & distribution, sewer)**
 - ☐ Outstanding = 31% ☐ Very Good = 51% ☐ Good = 16%
 - ☐ Poor = 2% ☐ Unacceptable = 0%
- ★ **Parks and Recreation (parks & ball field maintenance, athletic & leisure activities)**
 - ☐ Outstanding = 25% ☐ Very Good = 58% ☐ Good = 17%
 - ☐ Poor = 0% ☐ Unacceptable = 0%
- ★ **Human Services (assistance & services for youth, elderly, & families)**
 - ☐ Outstanding = 17% ☐ Very Good = 50% ☐ Good = 30%
 - ☐ Poor = 3% ☐ Unacceptable = 0%
- ★ **Finance (property assessment, tax billing & collection, water billing & collection, dog tags)**
 - ☐ Outstanding = 25% ☐ Very Good = 46% ☐ Good = 27%
 - ☐ Poor = 2% ☐ Unacceptable = 0%

- ★ Planning (long-range planning, zoning enforcement, site plan & archit. review, building inspection)

☐ Outstanding = 16% ☐ Very Good = 27% ☐ Good = 46%
☐ Poor = 8% ☐ Unacceptable = 3%

2. Overall, how do you rate the quality of services the city provides?

☐ Outstanding = 27% ☐ Very Good = 58% ☐ Good = 15%
☐ Poor = 0% ☐ Unacceptable = 0%

3. With which department(s) have you had direct contact in the last year?
(You may check more than one box)

<input type="checkbox"/> City Manager's Office	<input type="checkbox"/> Finance	<input type="checkbox"/> Police
<input type="checkbox"/> Building Inspection	<input type="checkbox"/> Fire	<input type="checkbox"/> Human Services
<input type="checkbox"/> Cedar Grove Cemetery	<input type="checkbox"/> Parks & Recreation	<input type="checkbox"/> Street/Landscape Division
<input type="checkbox"/> Commissioner of Revenue	<input type="checkbox"/> Planning	<input type="checkbox"/> Water/Sewer Division

4. Pick one department with which you have had the most direct contact and rate below.

Respondents were asked to rate a specific department according to four criteria. When all department data is aggregated we get an approximation of how the city rates in these important categories. Courtesy, Responsiveness and Satisfaction with Outcome are the top qualities of city staff.

Weighted scores of all departments (5=Outstanding, 4=Very Good, 3=Good, 2=Poor, 1=Unacceptable)

<input type="checkbox"/> Responsiveness = 4.2	<input type="checkbox"/> Qualifications = 4.3
<input type="checkbox"/> Courtesy = 4.5	<input type="checkbox"/> Satisfaction with Outcome = 4.3

5. The City's Vision Statement calls for Williamsburg to become progressively safer, more beautiful, and more livable. On a scale of 1 to 10, how would you rate our city?

Very Unsafe 1 2 3 4 5 6 7 8 9 10 **Very Safe (8.7)**

Very Unattractive 1 2 3 4 5 6 7 8 9 10 **Very Beautiful (8.6)**

Very Unlivable 1 2 3 4 5 6 7 8 9 10 **Very Livable (8.9)**

6. Overall, how would you rate the value of services you receive? (Are you getting your money's worth from city government?)

☐ Outstanding = 33% ☐ Very Good = 49% ☐ Good = 18%
☐ Poor = 0% ☐ Unacceptable = 0%

7. Overall, how easy is the City of Williamsburg to do business with?

☐ Very Easy = 37% ☐ Easy = 49% ☐ Neither = 14%
☐ Hard = 0% ☐ Very Hard = 0%

8. Overall, does the city do a good job at keeping you informed of matters affecting you?

☐ Outstanding = 18% ☐ Very Good = 56% ☐ Good = 26%
☐ Poor = 0% ☐ Unacceptable = 0%

9. Of the city's methods of communicating with the general public, rank the following from 1 (most) to 4 (least) according to how useful each is to you.

 2 Quarterly newsletter 4 Ch. 48 bulletin 3 Internet web page 1 Newspapers

City Council regularly meets at 2:00 p.m. on the second Tuesday of each month, and meets in work session at 2:00 p.m. on the preceding Monday. Meetings are televised live and replayed the same day at 8:00 p.m. on Channel 48.

10. Have you attended a Williamsburg City Council meeting in the last two years?

☐ Yes = 29% ☐ No = 71%

11. Have you watched all or part of a City Council meeting on Channel 48 within the last two years?

☐ Yes = 46 % ☐ No = 54 %

12. Do you have a preference concerning the time of day when City Council meets?

☐ Yes = 17 % ☐ No = 83 %

***If Yes, at what time would you prefer City Council to meet?**

☐ 2:00 p.m. = 30 % ☐ 7:00 p.m. = 60% ☐ Other ____ = 10 %

*28 citizens responded to this question.

13 & 14. What one city service are you most pleased with? Why?

AND

What one thing could we do to improve your level of satisfaction with city services?

The open-ended questions are a terrific form of feedback. The 8½ x 14 inch survey format allows for more space to comment. Attached are the comments that were included with the 2004 survey results.

What one city service are you most pleased with? Why?	What is one thing we could do to improve you level of satisfaction with city services?
Fall leaf collection is such a wonderful thing.	Keep up the good work.
Refuse p/u from rear of house; regular leaf collection; professional landscaping throughout city; all contribute to the wonderful "look of Williamsburg. Thanks!	New parking garage - expand "free" time to <u>at least</u> one hour. (This would help Prince George Street businesses, too.
Finance - I had a problem and it was resolved immediately.	I truly believe everything is working fine.
Garbage/leaf collection, always on time.	More police patrolling the neighborhood.
Street and landscape always looks clean and gives a favorable impression.	
Trash/recycling/debris removal. The city is very clean.	
Police - very responsive and well mannered	Finish the Richmond Rd. project.
Garbage and recycling services are excellent!	More online payment options.
Overall we are very pleased with the City.	
Fire and EMS services	Work with whatever agency is responsible to possibly stop a left turn at Mt. Vernon and Richmond Road. This is making the bad bottlenecks in Williamsburg. Reroute the traffic. Locals use this for their convenience! Take a second look at the need for so many signs within block areas in town.
Overall, everyone in City Services is excellent, as are services, responsiveness, etc.	We had one episode of a sick raccoon (at night) under our car in driveway. Eventually moved slowly between neighbors houses. Local neighbors and us did not know where to call for help. Eventually police came and shot it mercifully. Then unclear to all around, how to dispose of carcass. It was bagged, and collected next day be refuse disposal. An animal rescue or help number is needed.
Although I have a complaint about Mill Neck Road, the street maintenance crew has been very accommodating and is always ready to help.	Please remove debris along Mill Neck Road. It looks terrible and has ruined the looks of the area.

Garbage collection - it is free and very, very easy	More aggressively encourage aesthetically pleasing and unique redevelopment of older homes and businesses.
Employees are very helpful when needed and in touch with	Traffic
I must be pleased with all of them because I don't really think about them.	
Police-they appear to be readily available and their emphasis on crime prevention	To have all of the departments run a "tight ship"-to be openly accountable with their budgets.
Police failed to remove a trespasser from the premises at my request. Said it had to be requested by a board member. The person was not a quest nor wanted on the property. Overall, I have not been displeased with anything in Williamsburg except the DMV! And that is a serious state problem.	More patrols on Richmond Road for those who think it's a highway and try to run you over if you're doing 25.
Recycling, cleanliness, bike lanes, landscape	The right hand lane near our home merges left and cars don't obey the merge arrows and if I'm making a right turn into my driveway it can be dangerous. I wish Jamestown Road was two lanes from the city to Jamestown instead of alternating from two to four to two. Same goes for bike lanes on Jamestown Road. They should proceed all the way not start, end, start.
Street/landscape division	I'm within city limits and feel it takes emergency services too long to reach a situation. Question #1-fire prevention and suppression rated good, EMS rated poor; streets, signals and signs rated very good, refuse and recycling rated poor.
City Managers Office and the office of Finance were very courteous and helpful answering questions about taxes. It was good to talk to a "human" and not a recording.	All is satisfactory.
Leaf removal has been outstanding.	None.
I and my neighbors have used the police dept. house watch when we are away. I am very impressed by the way the dept. carries out that program.	Publish/explain what issues require city permission and which can be approved by neighborhood associations without the necessity of city approval.

Beautification on Boundary and Prince George and general city upkeep. New garage. But get moving on Richmond Rd. - it's been too long.	We need more traffic guards on Jamestown Road during mid-day for multiple student crossings. It's been very spotty and traffic backs up. Work on Town & Gown relations - very important. Be less arbitrary on architectural reviews. Get organized and going on High Street. MOVE!!!
Police Dept.-All contacts we have had with the police have been excellent. This probably reflects the excellent leadership of our chief.	My own assessment is satisfactory but I have reviewed many assessments while President of our association and found them to vary too much. Some of them do not make sense. Over all this is a great town!
The Fire Department and Police Department are staffed with outstanding individuals, who are all professional, courteous, and of course brave! We are lucky to have these firemen and policemen in our community.	Considering the changing demographics of our population, it might be prudent to have more written material and website material in Spanish.
911-because I had a very good response when I called them.	
	Free online billing and bill payment for everything. No paper bills or checks to write.
Not having dealt with many of the services personally, I am pleased with them all.	Do something about the birds on the water tower on 199. Morning and evenings the town is filled as is some of the homes roofs.
	Clear the walks that make a circuit around Williamsburg/JCC Community Center. Pine needles in fall are thick and slippery. James Blair school is especially "thick ", plus there is a length of wire on ground between school and college grounds.
Police-the communication with the people of the city is excellent.	More budget money allocated to fire and rescue!

Planning - Although we lost our fight against the condo on Parkway Drive, Carolyn Murphy and staff were very responsive to our concerns, fostered open communication between us and Planning/ARB boards.	Water/sewer facilities in my neighborhood. There have been frequent waterline breaks and sewer back ups (most recent one dumped into tributary of Queens Creek, took over 2 hours to respond to my phone call, and the environmental impact was never addressed) and storm water system seems inadequate. We feel improvements to these facilities are more pressing than some other city infrastructure projects. We would like to see stricter enforcement of student-occupied rental houses and continued effort to alleviate this problem. We appreciate all of the city's staff for working on this.
Mr. Al Brenick attention and care for the many little city beauty spots - trees trimmed, flowers beautiful, great impact on appearance of City.	No public planning meetings in December. Many more sidewalks and sidewalk connections. More greenways. Keeping more trees and buffers with trees.
	Garbage pick-up is not as good with new company. They leave trash in cans or on the ground. You set things out to the street, sometimes they pick it up and sometimes they do not.
	I am still very concerned about trying to get out of Wythe Lane onto Griffin - this is an accident waiting to happen.
Trash collection service-single and working-this is a great service.	Can't think of anything. A local card for dining taxes would be nice if waived.
Finance-very knowledgeable and helpful staff.	Better planning and direction for Second Street and Capitol Landing area. Better street lights on Parkway Dr and Capitol Landing. Sidewalks on both sides of streets would be helpful.
	Improve traffic controls at College Corner.
Police, Fire and Waste Collection in that order.	City services in general are exceptional. The city needs to take a hard look at how it looks to outsiders. Richmond Rd. is a disgrace. It looks worse than Warwick. The city in general looks shabby. Do something to improve it!!!!

Not Sure	Redevelop or renovate some of the old houses in the area, especially ones on the highway. Make people do something with abandoned houses (i.e. fix them up, live in them or rent them out or tear them down).
Williamsburg Library	
Carolyn Murphy	Get rid of Jason the tree man
I like the trash being picked up from side of house and the availability of large trash pick up. The fall leaf collection is great.	No specific ideas. Keep doing a good job.
The employees of the refuse dept. are courteous, dependable and do a good job!	
Emergency street clearing after the hurricane. We live on a cul-de-sac and the street was blocked by fallen trees. The city was out clearing the street by 11:30 that same night.	Finish widening Richmond Rd. around the Williamsburg shopping center and Lafayette.
Public Works. This city is a lovely place to live in part because of the landscaping and leaf collection, and in part because of the excellent trash collection and general maintenance efforts.	Reduce traffic and parking congestion in the Newport Ave. and Griffin Ave. area.
Library-excellent for reference, books on tape, videos. It's friendly and comfortable.	Underground electrical service.
All	Street drainage. Street draining swales on Cole Lane and John Tyler need to be opened!!
Actually there are three: police, fire and city engineer-water/sewer. I had a car break-in/vandalism problem a few weeks ago. First in 23 years. Police responded twice, very efficiently and politely. Fire/emergency squad installed 3 smoke alarms in my home with utmost professionalism. Water/sewer-Steve Martin is the epitome of professionalism. When I had a water line leak he was most helpful.	Darned if I know. I used to have a real problem with my real estate assessment increasing at outrageous percentages each year or so. I have had the very pleasant experience of dealing with the current assessor who listened to my agonized complaints when it went up over 3% last year and he worked with me to reduce it to a reasonable increase.
Cedar Grove Caretaker-always helpful/always polite	Stop building so much for wealthy and remember many of us are medium income <u>responsible</u> residents. I also lived 12 years in Windsor Forest from 1973-1985.
Emergency services-community outreach, cert training.	

I am truly pleased with them all. If I were to have a problem, I would call whomever I need and they will help me in anyway possible. My father (Felton Thomas) has always been pleased with the city of Williamsburg. He has had great dealings with the police department. My father built his home here in 1970. Human services has always shown me great respect. Williamsburg is a beautiful place and I love it.	Just keep up the good work you are already doing and my God always bless you all for a job (job's) well done!
Why not ask which service I am lease pleased with? I am equally pleased with all departments.	Give me an exemption from paying for them.
Trash collection is excellent.	Recycling has become a bit uncertain-late collections, sometimes they miss our street altogether.
Public works-very responsive to problems and concerns. They do an outstanding job maintaining city property and streets and contributing to the quality of life in Williamsburg.	Better enforcement of rental regulations and zoning.
Traffic on John Tyler Ln. really isn't a problem. Suggest police patrols, if possible set up 3 to 5 on Friday afternoons. We have only 8 families on the lane. Next time we have an owners meeting do not invite people who do not live here. That half curb proposed by vice-mayor last year was a joke. Next time some one takes up time telling me how Colorado would have handled the problem-give them a map back there.	No problem-ask JC County about their wonderful plan to live all positive. No complaints at all.
Architectural review standards that help to keep our city beautiful. Recommend garbage pick-up once a week. Two times a week isn't necessary for most homes, and it would be an effective way to reduce cost with no adverse impact on citizens.	Better water treatment. Water is very hard, leaves spots and requires extra soap, shampoo, detergent, etc.
I cannot comment - Revenue and tax office are the only ones I use and they are extraordinarily great.	A little politeness on the architectural committee would be nice.

Trash, recycle, leaf collection-your contractors/crews do a consistent excellent job.	For trash and recycle services, curbside pick-up should be citywide. How difficult is it to put a bag or roll a container to the curb? Time savings for trash service is monumental which equals more stops for same dollar cost.
Police department-responsiveness. Fire and Rescue-competency.	Improve street cleanliness and improve landscapes around city.
Actually-all.	You're doing great. Thank you.
Response to questions regarding problems and concerns of residents.	More control on zone compliance and rental issues.
The City Manager's Office and the Police Department. Why? Because they helped me when I needed them at once.	Not one thing! They all do a great job.
Garbage collection-twice weekly is wonderful. They are efficient and neat.	Eliminate the tax on small businesses. Get rid of the two motels on Richmond Rd. next to the Big Apple Bagel Shop, the Southern and the Tioga. The Commissioner is diligent to collect the tax. I have repeatedly challenged her that it is regressive and unfair. Naturally, she simply says "I enforce the law" - I say change the law.
Police! Where else could you find a police department who comes to check your home 4 times a day when you are away on vacation. I love this city and the people who work for it.	Just keep up the fine Job that is currently being done!
Police. I was attacked by a neighbor on January 8, 2004 and the police were (and are) a great help.	Update website more regularly.
Mr. Catlett has been very helpful to us in resolving a dispute with our building.	
We are very pleased with all the services.	N.A. Please use fiscal restraints to keep the property taxes affordable. Thanks for the opportunity supplying input.
Utilities (water, sewer) always ready to assist, quick response.	Recycling-won't take plastic in clear plastic bag. P.S. At the \$.74 per mailing (\$.37) each way, is there a more economic way to do this?

The library. I am constantly amazed at the quality of both the librarians and the folks trying to get theatrical groups to perform.	Get growth under control the current situation of development is totally out of hand.
	I am concerned with the traffic pattern and parking on South Boundary. There needs to be better marking and signage for no parking and parking should only be allowed on one side of the street that curve by Counselors Close is very dangerous cause people going both ways pull in to the middle of the street to get by parked cars.
Trash removal/leaf debris removal/Police/Fire	
Revenue-see #4	Planning-Keep people informed! Especially new projects. I don't enjoy going to Newport News, Hampton for shopping.
The city always looks good, its an attractive place to be.	It is very difficult to respect a place when its officials don't respect you. As a student I feel as if we are disregarded in most matters. In part because the police department has been extremely rude and uncooperative. The house I live in was vandalized and the city/police treated me as if I had done it to myself. For which I was surprised and upset. Upon getting a speeding ticket once, the officer made me fill out the entire ticket. Most of which was his responsibility. Please remember the college is why this town exists still. It's very disappointing.
Landscaping and building and access and ambience of are, upkeep of town, doing a good job on development.	Locate a pharmacy downtown (this is needed by visitors and locals). Locate a pizza/Italian restaurant downtown. A good, moderately expensive restaurant (\$5-\$10) needed for visitors and locals. Right now the cost for a dinner in town is >\$20. This would keep people in town longer and add to enjoyment of the area and the projects. Improve parking for locals.

Police Dept. The police department has been very cooperative and responsive. When we go on vacation they routinely check the house when requested. When we received a racially motivated flyer on our mail box, they responded quickly.	My wife and I are very happy living in the City of Williamsburg. We are pleased with the services we receive and with the city government. All of you do a good job.
Though I have not needed to call on, and use directly, many of the available services, I regard the trash, recycling, and leaf collection service as particularly helpful.	Control of traffic is an ongoing and ever-increasing problem. I am pleased to see the recent return of a police officer to direct student and vehicular traffic around noon on Jamestown Road near the Campus Center. His presence there and then makes a lot of us safer.
Human services-my wife assists this department and I am very impressed with the quality and dedication of the department's personnel. For such a small city, Williamsburg offers a high level of service to those who are disadvantaged by age or circumstance.	Rake our leaves! Ha! Ha!
EMS/Fire Department; Police Department. Their promptness when needed. Their aid in the rescue of my son in 2001. Their quick response to fire at my son's home next to me.	
	City Council: Williamsburg is vibrant because of its tourism and students - it will be to your detriment if you do not embrace both.
Utilities-very responsive.	Streets, curbs and ballards getting a little shady. Need to weed and paint in these areas.
	I have had so little direct contact with departments and many services that my views are not well informed. Since I have no complaints, I conclude that delivery of services must be pretty good.
Commissioner of Revenue-friendly and efficient	Public works edge sidewalks along South Henry lawns growing out onto sidewalks are a safety hazard for people walking or running.
Parks & Rec-great programs	Neater trash pick-up

Landscape-our city is working on beautification and the results are very good.	We have 2 ugly, empty car dealerships within (2nd St) (Richmond Rd for High St). Move to get these improved. We lost 2nd St. Ford to James City or is it York Co. A good tax revenue lost. I'd like to see speed control enforced or raised to 30 mph.
Trash pickup-reliable, even on holidays	I am very satisfied with all city services.
	Pay all bill online by debit
Sanitation-dependable and extremely courteous	
Leaf Collection! Wouldn't know what to do without it.	Keep up the good work and don't send me any surveys! Thank you!
The public library -because I love the array of free resources (thanks to taxpayers). It's not a totally city service but I have the most contact with.	
Police and fire protection-professional staff, well trained, managed and cooperative.	Compensate the employees more. Award outstanding employees. Give them the incentive to improve their status.
The help public works personnel are willing to go to make sure we keep our city beautiful and clean - especially people who are widows or living alone. I appreciate the speed and courtesy with which fire and 911 EMT's and firemen respond to a call for help - including police department. I appreciate the quality of judges here.	Re-dig sewer ditches along right of ways to keep run-off water in its place. More mosquito control. Leaf removal extended one more month. Human service workers who are more courteous and encouraging to clients who come to them in need. Early Childhood education services for our 2 to 4 kids.
Garbage pick-up-twice weekly, regular size containers, dependable	Too slow on High Street project results. Richmond Rd. is an eye sore-vacant lots, buildings, etc., lots of trash on the streets within the historic district around the college. Need upscale condos within historic district.
Commissioner of Revenue and the Police and Fire Dept.	Building inspections. How the houses in Claiborne passed inspection is beyond me. So many houses had to be corrected - wrong, defective utilities, drainage, H/V. Ask the homeowners. Our fees have been increased 22% in 2 years. Why? To pay for all these faults.

More than one: landscaping, police, and fire because they seem dedicated and professional. The City Manager's staff is excellent and do an excellent job of answering questions, but not the City Manager.	Concentrated, proactive, sincere efforts and actions to promote and safeguard neighborhoods. Addenda attached.
Public Works-recycling routinely collects extra recyclables, timely, places bins upside down after collection. Thank you for asking these questions.	Public Works-trash collection. Trash bags are taken out of our trash can but not other items such as pet waste bags and other refuse. Overall: good but not great.
Fire Department-courtesy inspection, prompt acknowledgement of donation, quick response to past emergency.	More survey per issue, more advance notice of council agenda.
Fire dept.-very prompt, very professional, very interactive with the citizenry. I want to comment about two: the landscaping dept. of Public Works. Al Brenick and his dept. are very artistic, imaginative and create ever changing "earth murals" as I call them, all around the town.	I think it is imperative not to react without the citizenry being fully informed and in majority agreement of impending change. Reasoned dialogue may well bring out previously unthought of ideas that actually could trump a money only view-the current trash collection issue that still is far from resolved. Missed pick ups of trash still occur all over town. It's better, but 6 months have transpired.
Finance-professional and courteous	
Recycling-comes to curb, would like to see expanded to tin cans.	New building should look more Colonial. Keep some green space. Slowly all trees are being removed and replaced by buildings.
	Focus on residential quality of life-paths, parks, benches. Increase moderate housing, including apartments for elderly, young, those without cars.
Trash pick up-only one that consistently is directly encountered and felt. Seldom feel all other services but know they are there.	Enforce speed limit on Lafayette St.
Fire department	I would like to see the city lower property/real estate taxes. Also, I would like the standing water at the intersection of Burns Lane and Jamestown Road fixed. I would like the city to keep up the outstanding effort in maintaining the overall beauty of the city.

Garbage/refuse pickup. They work hard and do a good job at keeping the neighborhood clean. They pick up everything you leave out for pick up.	Don't charge for parking.
	Better signs and parking.
Can't choose just one.	Force the clean up of unsightly vacated buildings...such as the abandoned gas station on Richmond Road and the burned down "Pewter Plate"... took years and years to clean up.
Police, fire, EMS-outstanding service, courtesy, responsiveness!	